



North Central Florida Health Planning Council, Inc. (dba WellFlorida Council)

Job Description

Job Title:	Connect Representative at Non-Profit- WellFlorida Council
Department:	Healthy Start- Coordinated Intake and Referral Connect
Employment Type:	Full-time, (Exempt or Non-Exempt)
Location:	Gainesville, Florida, but serves 16-county area
Salary:	\$35,000 to \$38,000; plus benefits
Posting Closes:	March 1st 2024
Apply at:	https://tinyurl.com/WF1020

JOB SUMMARY

This position provides resources and support for pregnant women, newborns and their families through phone-based case management. This position requires strong telephone communication skills and strong computer skills. The Connect Representative reaches out to clients to discuss resources and support services, with the goal of connecting them to the most appropriate home visiting program in their area to provide those services.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this position without accommodation. The omission of an essential function does not preclude the management team from assigning duties not listed herein if such functions are a logical assignment to the position.

- Knowledge of community resources and support services.
- Knowledge of maternal child health issues.
- Knowledge of and experience with computer hardware/software including Microsoft Office software, Internet and virtual platforms.
- Excellent telephone communication skills.
- Interpersonal skills such as courtesy, compassion, tact, and confidentiality at all times.
- Ability to communicate effectively.
- Ability to plan, organize and coordinate work activities.
- Ability to use discretion and judgement required to handle sensitive and confidential situations.
- Create and maintain a positive image of Connect and the home visiting programs.
- Provide connection to home visiting services through use of the program eligibility guide.
- Provide case management services by phone for the participants in the Connect program. Case management services include: (information provided during training)
 - Documentation and counseling for enrollment into a home visiting program
 - Providing referrals and follow up to home visiting and community programs
 - Explaining Medicaid insurance benefits as necessary
 - Explaining WIC benefits as necessary

- Educating on family planning
- Educating on safe sleep, community resources, prenatal and postpartum care.
- Accurate data entry of participant information into the Well Family data system.
- Secure and protect confidentiality and participant information into the data system.
- Participate in required program trainings and staff meetings.
- Perform other duties as assigned by the Coordinated Intake and Referral Manager.

KEY ATTRIBUTES AND CORE COMPETENCIES (i.e., Knowledge, Skills, and Abilities for an Employee to Be Successful)

- Must be highly organized, self-motivated, compassionate and detail oriented.
- Must have the ability to both work independently and as part of a team.
- Must have computer literacy to complete daily tasks, entering employee data, updating and maintaining employee records
- Demonstrate a high level of verbal/written communication, interpersonal, self-management, and creative thinking skills.
- Sound judgment in meeting the responsibilities and performing the duties of the position.
- Must clearly convey information and ideas to individuals and groups that convey a clear understanding
- Ability to identify and create new and better ways for the organization to be successful.
- Ability to achieve results and success even under tough circumstances.
- Ability to recognize the value that different perspectives and culture bring to an organization.
- Ability to identify new and unique ways to solve problems.
- Expected to coach, mentor, and train staff.
- Flexibility in the ability to work both from a fixed office location and to telework from a remote location as necessary or warranted.

QUALIFICATIONS

Education

- Four-year degree from an accredited college or university in Health Planning, Public Health, Health Education, Social Services or related field. Professional experience may be substituted for a bachelor’s degree.

Experience

- Minimum of 2 years experience in the field of Health Planning, Public Health, Health Education, Social Services or related field required/ preferred.
- High level of knowledge and experience with Microsoft and computer-based systems required/ preferred.

Driving Requirements

- Possess a valid Florida Driver’s License (required).
- A safe driving record is required (Driver’s License background check will be conducted prior to offer of employment and will be conducted annually for organizational insurance purposes).

Other Requirements

- An FDLE background check may be required prior to offer of employment and may be conducted annually or as required at such times that are warranted and/or that external funders require such a check.
- Level II Background Check may be required prior to offer of employment and may be conducted annually or as required at such times that are warranted and/or that external funders require such a check.
- HIPAA and confidentiality training will be conducted upon hiring.
- (FOR NHVP And Hospital Family Partners) Vaccine requirements must be met for access to hospital/facility.

WORKING CONDITIONS AND PHYSICAL DEMANDS

- Must be able to maintain stationary position for at least 50% of the time.
- Must be able to occasionally move about inside the office to access file cabinets, copy machines, printers and front door.
- Must be able to consistently operate a computer and other office productivity machinery such as calculator, copy machine and printers.
- Must have the ability to communicate information and ideas so others will understand.
- Must have the ability to exchange accurate information with management and other employees.
- Must have the ability to observe details including inspecting, assessing and determining details/information.
- Must have the ability to focus and read forms and instructions for long periods of time.
- Must have the ability to bend, stretch and reach for items as needed.
- Must have the ability to walk short distances.
- Lifting up to 50 pounds.